



# Department of Human Assistance

MACF Service Center Overview  
4450 East Commerce  
Sacramento, CA 95834  
August 2<sup>nd</sup>, 2017

# Our Services:

Application Processing  
1725 28<sup>th</sup> Street  
Open Lobby

- Medi-CalFresh
  - Face to Face Interviews
  - Telephone Interviews
  - Inbound Phone Calls
  - Tasks - Application Follow Up
- General Assistance
  - Face to Face Interviews
  - Tasks - Application Follow Up

Case Maintenance / Affordable Care Act  
4450 E. Commerce Way  
Closed Lobby

- Medi-CalFresh
  - Case Maintenance
    - Inbound Phone Calls
    - RRR Processing
    - CF RRR Interviews - Outbound Telephone
    - Tasks - Case Maintenance & Renewals
- Affordable Care Act
  - Application Processing
  - Inbound Phone Calls
  - Tasks - Application Follow Up

# Application Processing

## 28<sup>th</sup> Street - Green Group

### Overview:

- Conduct phone and face to face interviews for CF, MA & Combo MACF applications and RRRs
- Process tasks associated with pending applications
- Face To Face same day application processing
- Face To Face Medi-Cal & CF RRR Appointments
- Customer Service Representatives (CSR) in the lobby to assist with walk-in customers

### Staffing:

- Phone Interviews - 28 Eligibility Specialists
- Face to Face Interviews - 7 Eligibility Specialists

### Appointment Data:

- Average of 23 FTF appointments daily
- Average of 91 phone appointments scheduled daily; average no show rate is 32.3%

# Application Processing

## 28<sup>th</sup> Street - Yellow Group

### Overview:

- Answer inbound phone calls for pending applications
- Complete tasks associated with pending applications
- Support Green Group with phone or face to face interview appointments as needed
- One phone queue for all languages; 3<sup>rd</sup> party interpreter services utilized as needed

### Staffing:

- Inbound Phones - 24 permanent Eligibility Specialists
  - Daily maximum of 5 hours phone time scheduled
    - Adjusted weekly based on staffing, call forecasting needs and workload

### Inbound Call Data:

- Average of 219 calls handled daily
- Average Handle Time is 13:46
- Average Speed of Answer is 1:58
- Average Abandon Rate is 2.9%

# Case Maintenance East Commerce - Blue Group

## Overview:

- Answer inbound phone calls for case maintenance
- Complete tasks associated with case maintenance
- Complete tasks associated with MA RRRs
- Complete tasks associated with CF RRRs
- Incoming / Outgoing ICTs (Inter County Transfers)
- 3 language lines - English, Russian & Spanish

## Staffing:

- Inbound Phones - 255 permanent Eligibility Specialists
  - Daily maximum of 5 hours phone time scheduled
    - Adjusted weekly based on staffing, call forecasting needs and workload

## Inbound Call Data:

- Average of 1639 calls handled daily
- Average Handle Time is 13:46
- Average Speed of Answer is 0:13
- Average Abandon Rate is 0.4%

# Case Maintenance

## East Commerce - Orange Group

### Overview:

- Conduct phone interviews for CF RRRs
- Complete tasks associated with case maintenance
- Complete tasks associated with CF RRRs
- Complete tasks associated with MA RRRs

### Staffing:

- Phone Interviews - 46 Eligibility Specialists
  - Staff scheduled 4-6 appointments daily

### Appointment Data:

- Average of 134 appointments completed daily
- Average No Show Rate is 39.0%

# Affordable Care Act East Commerce - Gold Group

## Overview:

- Incoming Quick Sort Transfer phone calls from Covered California
- Process follow up tasks associated with ERW pending applications

## Staffing:

- Inbound Phones - 2 dedicated Eligibility Specialists
  - Daily maximum of 6 hours scheduled phone time

## Inbound Call Data:

- Average of 5 calls handled daily
- Average Handle Time is 20:45
- Average Speed of Answer is 0:09

# Affordable Care Act East Commerce - Silver Group

## Overview:

- Answer inbound phone calls from ERW pending cases
- Complete tasks associated with ERW pending cases
- Support ACA Gold Group with inbound Quick Sort Transfer phone calls from Covered California

## Staffing:

- Inbound Phones - 30 Eligibility Specialists
  - Daily maximum of 6 hours scheduled phone time

## Inbound Call Data:

- Average of 87 calls handled daily
- Average Handle Time is 17:46
- Average Speed of Answer is 0:20



# Medi-Cal Only Programs East Commerce - Teal Group

## Overview:

- Incoming referrals for Craig v. Bonta SSI/SSP Discontinuance
- Determine eligibility for specialized programs:
  - Deemed eligible infants
  - DDS waiver
  - ICAMA
  - AIM
  - CDCR
  - Foster Care Referrals

## Staffing:

- Inbound Phones - 5 Eligibility Specialists
  - 1 Worker of the Day assigned to phones with 1 back up
  - Staff rotate as Worker of the Day (scheduled by supervisor)

## Inbound Call Data:

- Average of 5 calls handled daily

\*\* Phone queue is brand new; no other stats available at this time

# Eligibility Supervisor

## Day in the life

- Monitor Cisco and Calabrio for schedule adherence.
- Provide weekly feedback forms to staff for their review.
- Review completed tasks by staff to ensure customer service and program adherence.
- Perform call reviews to ensure customer service and program adherence.
- Hold weekly unit meetings for training, dissemination of information and open dialogue with staff.
- Conduct monthly One on One meetings with staff, for coaching and career development.

# First Contact Resolution

- Assist the customer to the fullest extent on the first contact
- No Wrong Door
- The “Mom Rule”



# Telephonic Signature

Test Ready - Case Agent Desktop

Field Date Device Type Description Duration

Telephonic Signature

Language ☒ English ☐ Spanish ☐ Russian  
Program ☐ CatWORKS ☐ CatFresh ☐ Med-Cat  
Case ID: Case ID  First  Last   
Document Category

Interview Date  
Your interview was completed on \_\_\_\_\_

Verify Identity  
Mr. / Ms. \_\_\_\_\_ before we get started I would like to verify some information for identification purposes.  
1. Can you please state your first and last name?  
2. Can you please verify the last four digits of your Social Security Number for me?  
3. Can you verify your date of birth?  
4. Can you please verify your address?

Summarize Information/Changes  
Mr. / Ms. \_\_\_\_\_ the summary of information/changes reported is as follows:  
1. We completed \_\_\_\_\_ form. (e.g. we completed the SAR ? form for \_\_\_\_\_ report month)  
2. You reported that \_\_\_\_\_ changed. (e.g. income)  
3. Your \_\_\_\_\_ is now \_\_\_\_\_ (e.g. your income is now \$500 bi-weekly)

Legal Notice  
☐ Legal Notice  
Mr. / Ms. \_\_\_\_\_ you have agreed to submit this application/form by telephonic means.  
Do you understand that a telephonic signature has the same legal effect and can be enforced in the same way as a written signature?

Declaration  
☐ Declaration  
Do you declare, under penalty of perjury, that the information you have provided during this call is true, correct and complete and that you understand your rights and responsibilities?

Form Copy Sent  
A copy of the completed \_\_\_\_\_ form will be sent to you. You have \_\_\_\_\_ days to report any corrections.

Test Ready

Test Ready

Test Ready

San Diego 95723 957336 Test Ready 954306 In Service 99.25 Done

# Ongoing Training

- CalFresh Roadshow - Training every other month
- Case Review Trainers (CRTs) - Training every other month
- Weekly Unit Meetings (1 hour)
- Bureau Meetings - Once a month
- Identify Additional Trainings as needed



# Service Center Webpage

CALFRESH

MEDI-CAL

Business Hours	Phone Numbers	Fax Numbers	Email Address	Links
8am - 5pm M-F	(916) 874 - 3100	(916) 874-2729	<a href="#">DHA-MACF-APPS-28th</a>	<a href="#">ACA Home Page</a>
	(209) 744 - 0499 (Galt)	Application Processing (Hard Fax @ 28th Street)	<a href="#">DHA-MACF-CM-E-COMMERCE</a>	<a href="#">News Flash</a>
	(916) 874-2599 (TTY/TDD)	(916) 876-8454 Case Maintenance (Hard Fax @ E. Commerce)	<a href="#">DHA-MACF-GAPSW-Issue</a>	<a href="#">FAQ</a>
		(916) 854-9223 eFax Application Processing @ 28th Street		<a href="#">OPS Manual</a>
		(916) 854-9225 eFax Case Maintenance @ E. Commerce		

Task Workflow

Process Workflow

Name

[ACA - Generic task \(ACG\)](#)

[BCW Email task \(BCWE\)](#)

[CalWIN Alert 482 \(CA482\)](#)

[CalWIN Alert 490 \(CA490\)](#)

: Clinic Resources (3)

: Food Resources (3)

: Forms (6)

: Housing/Shelter (4)

# Workflows

Task Workflow

Process Workflow

- Instructions
- Consistency
- Guide for Reviews

Core Business Function	Medi-CalFresh Service Center	Rev 05/2016
Service Center Process	CalWIN Alert task (CA)	
Job Roles	Eligibility Specialists (ES)	

This process will be followed when a CalWIN Alert (CA) task is received in SMART.

Job Roles	Tasks/Steps
ES	<p><b>Receive task</b></p> <ul style="list-style-type: none"> <li>• Obtain Case Number and <i>Alert Code</i> from <i>Task Details</i> tab <ul style="list-style-type: none"> <li>○ Most commonly seen alerts: <ul style="list-style-type: none"> <li>➢ Alert 286 - Hearing Decision-Required Action</li> <li>➢ Alert 489 - DER Results Received</li> <li>➢ Alert 482 - Case Updates Received (from CalHEERS)</li> <li>➢ Alert 490 – EDR Transaction Failed</li> </ul> </li> </ul> </li> <li>• Takes necessary actions in CalWIN</li> <li>• Takes necessary actions in MEDS</li> </ul> <p><b>For additional information regarding CalWIN Alerts, workers can access the following folder on the W drive:</b></p> <ul style="list-style-type: none"> <li>○ <a href="#">How To's</a></li> </ul>

## Additional Requirements to Complete This Process

- Update CalWIN with case comments
  - Indicate Telephonic signature was used for application process
- Search SMART by Case # and process any open Service Center MACF tasks
- Update CalWIN with Case Comments
- Review impact on shared programs
- Review and clear all alerts (CalWIN and MEDS)
- Review and end date all unnecessary Special Indicators in CalWIN
- Make all requested and/or necessary referrals
- Review client correspondence in print queue and delete unnecessary NOA's
- When complete, change task status to "Complete" in SMART
- Review MEDS in two days to make sure the transactions were completed
- Check MEDS to ensure County ID includes CalWIN case number
- Switch back to "Ready" mode in Cisco

# How-To's

## How To Process "DER results received" (Alert 489)

### Background:

Alert 489 "DER results received" is generated when eligibility determination results are received from CalHEERS. Alerts will be displayed on Display Alert Summary window in CalWIN and will be assigned to workers via SMART.

### To process the alert in CalWIN:

- ✓ Go to Wrap Up - Display Eligibility Summary window;
- ✓ Enter Case Number and Dates, click Open;
- ✓ On Display Eligibility Summary window click on Individual Details button;
- ✓ Select Payment Month (01/2014) and click on Medi-Cal tab;
- ✓ Eligibility results for Non-MAGI programs will be displayed;
- ✓ To view the eligibility results for MAGI and/or APTC, click on Health Care button;
- ✓ The following window will be displayed:

> Display Health Care Programs

**Display Health Care Programs** Jump:

\* Required

Health Care Programs

View • Format •

Health Care Program	Aid Code	Eligibility Status	Final Aid Code?
Modified Adjusted M1		Pass	Y

1 Displayed Rows.







# Current Caseload Information



Case Type	Count as of August 1, 2017
CalFresh (all)	98,428
CalFresh (NAFS)	73,247
Medi-Cal (all)	241,141
Medi-Cal (w/o Cash Link)	205,804
CalWORKs	28,038
General Assistance	4,777











# Medi-CalFresh Performance Measures

## Medi-Cal Assistance Program

	Status	Actual	Trend	Target	Red Line	Data Period	Details
Medi-Cal Applications Processed <= 45 days		93.5%		95%	90%	Oct '16	<a href="#">Details</a>
Renewals Processed <= 60 days		94.6%		95%	90%	Oct '16	<a href="#">Details</a>

## CalFresh



	Status	Actual	Trend	Target	Red Line	Data Period	Details
ES Applications Disposition Within 3 Days		98.6%		97%	90%	Dec '16	<a href="#">Details</a>
Average Calendar Days To Disposition		10.2		14	17	Nov '16	<a href="#">Details</a>
Applications Disposition <= 30 Days		98.3%		95%	90%	Nov '16	<a href="#">Details</a>
CalFresh Cumulative Error Rate		3.84%		1.5%	2.0%	Sep '16	<a href="#">Details</a>
CalFresh Negative Error Rate		43.48%		20%	22%	Aug '16	<a href="#">Details</a>

# *Customer Service*

- Staying connected with our customers
- Internal Customer Service
- External Customer Service & Community Outreach



# Service Center Analyst



- Oversee all Service Center technology
- Complete staffing schedules to ensure adequate phone coverage for call queues
- Oversee daily interview appointment schedules
- Compile Service Center stats for management
- Partner with management to create and implement operational procedures and policies
- Partner with IT Dept. (DTECH) to create technology solutions to streamline Service Center operations
- Other duties as assigned

# Technology

- Calabrio
  - Scheduling
  - Call Recording with Video Screen Capture
- Cisco Phone Systems (Call Routing)
- Lobby Kiosks
- Northwoods
  - Application Processing Appointment and Notification System
- SMART - Service Management and Reporting Tool



# Workload Distribution: SMART - Service Management And Reporting Tool

## TO DO LiST

1. **SO**
2. **MANY**
3. **THiNGS**



SMART was developed by our IT Department (DTECH) to provide support in managing the varied application processing and case maintenance tasks that are distributed to the Eligibility Specialists and Supervisors.

# Tasks Overview

Expedited Services  
FileNet / Doc Imaging  
Follow Up Tasks  
Alerts  
Renewal  
Appointments  
Hearings  
Program Reports  
MyBCW

Department of Human Assistance  
**Service Management And Reporting Tool**  
To Improve Lives

SACRAMENTO COUNTY  
Version 5.1.0.9  
What's New

Home New Search Admin Reports Links Help

Search Criteria

Task# Case# Case First Name SSN Task Status  
<-- SELECT -->

Date Type Update Date Case Last Name Assigned Worker Case Language  
<-- SELECT -->

From: To: Case Worker Assigned Group Task Priority  
<-- SELECT -->

Task Type:

MA/CF/GA CalWORKs PID IEVS Hearings Child Care Control Clerk TOA ES Clear All Set Current Tab as Default

Select All De-Select All

ALL

☐ BCW Email ☐ MACFGA - eFax ☐ PARIS-Interstate  
☐ Conditional Withdrawal Compliance ☐ MACFGA - Final APP Review ☐ Pre Hearing  
☐ FileNet Created ☐ MACFGA - Generic ☐ Program at Closed Files in Error  
☐ Hearings Compliance Supervisor Review ☐ MyBCW Update ☐ SC540 Sent - 12 Day Urgent Task  
☐ MACFGA - 10 Day APP Review ☐ New Hire Registry ☐ State Hearings Decision Compliance  
☐ MACFGA - 10 Day CM Review ☐ Notification Of Hearings

CF

☐ Appointment RRR ☐ CF - 30 Day Review ☐ CF - RRR Final Review  
☐ CF - 10 Day CM Review ☐ CF - ES Pending 3 Days ☐ Early Fraud Detection Prevention

GA

☐ GA - CAM ☐ GA - TLEP Check

MA

☐ ACA - Generic ☐ MA - 30 Day Review ☐ MA - Over 30 Day APP Review  
☐ Contact CalWIN Email ☐ MA - 90 Day Rescind Request ☐ MA - RRR  
☐ MA - 20 Day APP Review ☐ MA - DED 30 Day Review ☐ Pregnancy Not Dispositioned  
☐ MA - 20 Day CM Review ☐ MA - DED 80 Day Review  
☐ MA - 3 Day APP Review ☐ MA - ERW APP

MEDS/CalWIN Alerts

☐ CalWIN Alert 482 ☐ MEDS Alert 2003 ☐ MEDS Alert 9034  
☐ CalWIN Alert 490 ☐ MEDS Alert 2005 ☐ MEDS Alert 9531  
☐ MEDS Alert 1501 ☐ MEDS Alert 6004 ☐ MEDS Alert 9532  
☐ MEDS Alert 1502 ☐ MEDS Alert 6005 ☐ MEDS Alert 9546  
☐ MEDS Alert 1503 ☐ MEDS Alert 6006 ☐ MEDS Alert 9550  
☐ MEDS Alert 1504 ☐ MEDS Alert 6008  
☐ MEDS Alert 1510 ☐ MEDS Alert 9033

Search Print Summary

# Task Numbers (As of Aug 4th, 2017)

Tasks are assigned daily  
at 10:00 AM (urgent  
tasks assigned  
immediately)

Staff that are out of  
office do not receive  
tasks

Tasks stay with the staff  
member until marked  
complete

Group	Incomplete Tasks	Staff Available	Average Tasks per Worker
Green / Yellow (Application Processing)	2055	59	34.8
Blue / Orange (Case Maintenance)	13,919	301	46.2
Silver / Gold (Affordable Care Act)	622	30	20.7



# Contact Information

## Application Processing 28<sup>th</sup> Street

### Program Manager - MACF

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### Program Manager - MACF/GA

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## Case Maintenance 4450 East Commerce

### Program Manager - MACF

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